IN THE CLAIMS

Please substitute claims 1-19 with the following:

1.   (Original)   An information processing apparatus for replying to an inquiry comprising:

means for storing reply priority information assigned to each inquiry; and

means coupled to said reply priority information storing means for replying to each of said inquiry in consideration of said reply priority information.

2.   (Original)   An information processing apparatus as claimed in Claim 1, further comprising:

means coupled to said reply priority information storing means for setting reply priority to said inquiry upon reception.

3.   (Original)   An information processing apparatus as claimed in Claim 1, further comprising:

means coupled to said replying means for storing past and new inquiries together with their solutions to respective inquiry.

4.   (Original)   An information processing apparatus as claimed in Claim 3, further comprising:

means coupled to said reply priority information storing means for communication to said replying means, and

second reply means, wherein

when said inquiry is already stored but the solution for said inquiry is not stored in said past and new inquiry storing means, the reply priority for the inquiry is revised to be higher value and thus revised reply priority is transferred to said second reply means together with the inquiry.

5.   (Original) An information processing system, comprising:

an electronic device for transmitting/receiving information;

a communication network to be coupled to said electronic device for communicating said information there-through; and

reply means coupled to said communication network for executing a processing relating to said information based on reply priority assigned to said information and for transmitting the result of said processing to said electronic device by way of said communicating network.

6.   (Original) An information processing system as claimed in Claim 5, further comprising:

means coupled to said reply means for setting priority upon replying to a received information.

7.   (Original) An information processing system as claimed in Claim 5, further comprising:

means coupled to said reply means for storing solutions for the received information.

8.   (Original) An information processing system as claimed in Claim 5, further comprising:

means coupled to said reply means for communicating to said replying means, wherein

when the solution for said information is not stored in said solution storing means, the reply priority for the information is revised and thus revised reply priority is supplied to said reply means.

9.   (Original) An information processing system, comprising:

an electronic device for transmitting/receiving information;

a communication network to be coupled to said electronic device for communicating said information from said electronic device;

a first reply means coupled to said network for executing a processing relating to said information based on reply priority assigned to said information and for transmitting the result of said processing to said electronic device by way of said communicating network; and

a second reply means coupled to said first reply means for processing said information transferred from said first reply means and for transferring thus processed result to said first reply means.

10.   (Original) An information processing system as claimed in Claim 9, wherein said electronic device is a computer device.

11.   (Original) An information processing system as claimed in Claim 9, wherein said electronic device is a telephone device.

12.   (Original) An information processing system as claimed in Claim 9, wherein when said information is already received but is remained unsolved, the reply priority for the information is revised to be higher value at said first reply means.

13.   (Original) Method for processing information having priority concept comprising the steps of:

storing reply priority information upon replying to an inquiry assigned to each inquiry at every time when each of said inquiry is received; and

replying to each of said inquiry in consideration of said reply priority information when said inquiry is received.

14.   (Original) Method for processing information as claimed in Claim 13, further comprising the step of:

setting said reply priority information upon replying to an inquiry by priority setting means.

15.   (Original) Method for processing information as claimed in Claim 13, further comprising the step of:

storing solution methods for solving inquiry in a solution storing means;

revising the reply priority for the information when the solution for the information is not stored in said solution storing means; and

communicating to said replying means, wherein

said revised reply priority is supplied to said replying means is said communication step.

16.   (Original) An information recording medium recorded a program readable by a computer, said program comprising the steps of:

storing reply priority information upon replying to an inquiry assigned to each inquiry at every time when each of said inquiry is received; and

replying to each of said inquiry in consideration of said reply priority information when said inquiry is received.

17. (Original) An information recording medium as claimed in Claim 16, said program further comprising the step of:

setting said reply priority information upon replying to an inquiry by priority setting means.

18. (Original) An information recording medium as claimed in Claim 16, said program further comprising the step of:

storing priority information upon replying to an inquiry assigned to each inquiry at every time when each of said inquiry is done: and

replying to each of said inquiry in consideration of said reply priority information when said inquiry is received.

19. (Original) An information transmitting medium for transmitting a computer program having function to reply to an information, said computer program executes the steps of:

storing reply priority information upon replying to an inquiry assigned to each inquiry at every time when each of said inquiry is received; and

replying to each of said inquiry in consideration of said reply priority information when said inquiry is received.